

## Track-by-track progress

HR 2020 is organized into five interdependent tracks. The following reports summarize progress during May-June 2019 (see next page for updated timelines):

**Track 1: Payroll Department Realignment** (reorganize current Payroll staff into separate Payroll Services and University Workforce Operations teams)

- Finalizing steps for **new Payroll Services/University Workforce Operations structure** to take effect **July 1**.
- Developing **stakeholder communications** and website content describing new structure.
- Working with teams to refine where specific **job duties** fall and ensure **customer-service continuity**.
- Anticipating **project close and review** in September.

**Track 2: Transaction Service Redesign** (streamline the current transactions/operations service-delivery model to encourage specialization and reduce errors) *and*

**Track 3: Transaction System Enhancements** (enhance IT systems that support personnel transactions/operations)

- Finalizing **project roadmap** for service and system redesign/enhancements.
- Continuing **change-management** conversations with stakeholders and developing materials that describe new service-delivery model.
- Developing new **user-support structure** for service model.
- Meeting weekly with Information Management on **system design and process-flow structure**.
- Reviewing and documenting **retroactive accounting process**.

**Track 4: HR Service Delivery Redesign** (establish a central hub for reception and questions about payroll, workforce operations, benefits, and other HR services)

- Wrapping up **issue tracking** for units without seasonal/cyclic changes in questions and contacts.
- Working with first units (liveWELL, Compensation and Classification, etc.) ready to develop **knowledge databases**.
- Monitoring **Payroll Services/Workforce Operations restructuring** for any effect on call volume. (Findings to date show about 70 percent of questions related to payroll, 30 percent to operations.)
- Tracking **end-of-fiscal-year questions and contacts**. Continuing issue tracking for units that see seasonal/cyclic changes in contacts.

**Track 5: Welcome Center Construction** (renovate USB space to accommodate a new welcome center and enhance building security)

- Establishing **construction alternatives** to be included in bid (i.e., welcome center side and conference room area).
- Drafting **construction schedules** to minimize disruptions during peak periods (e.g., benefits enrollment).

